



2013

# Emergency Management Business Plan



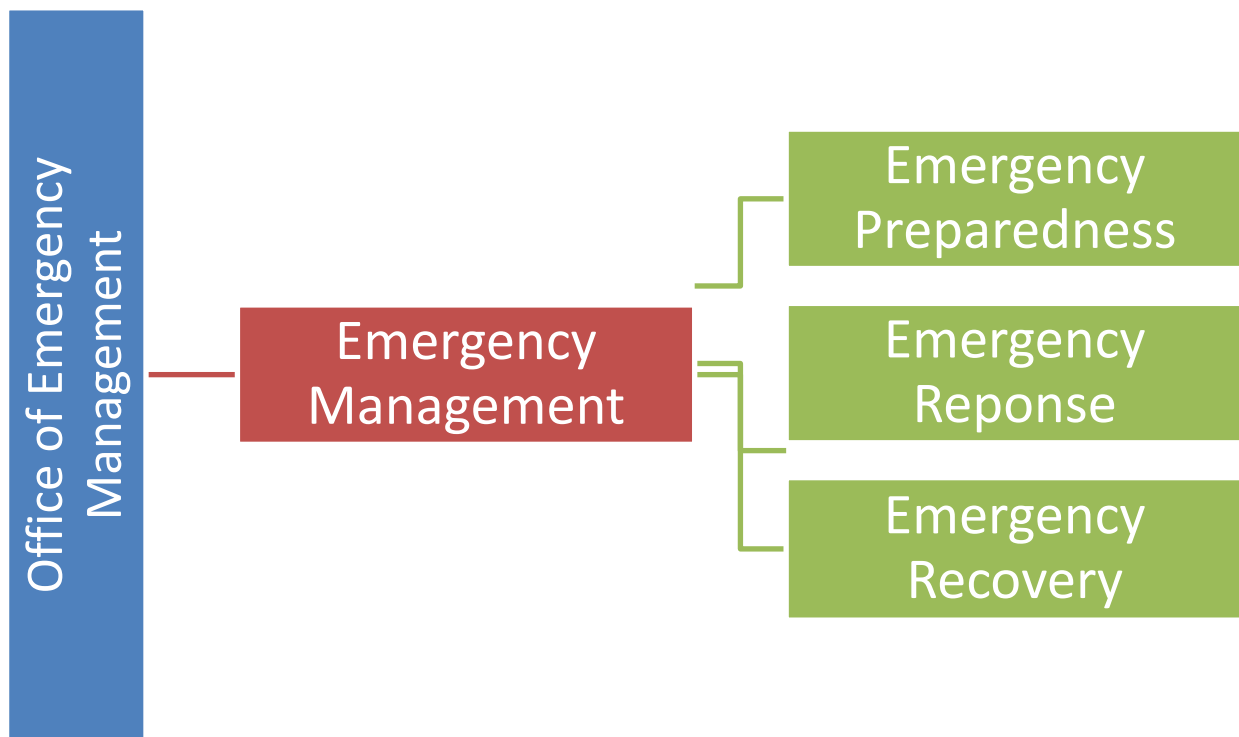
City of Sugar Land

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# EMERGENCY MANAGEMENT 2013 BUSINESS PLAN

## FUNCTIONAL STRUCTURE



## 2013 PROGRAM OF SERVICES

### EMERGENCY MANAGEMENT

#### PROGRAM SUMMARY

In order for the SLDEM to maintain service levels, it must be an organization visible in the community and active in county, regional, and state programs. This includes attending meetings and training sessions at all levels. Fort Bend County has an active Coordination Council that coordinates drills, training, and exercises within the county. SLDEM will be the contact for the City of Sugar Land for this council and participate accordingly in training, drills, and exercises.

SLDEM will also participate in the Regional Urban Area Security Initiative (UASI) committee. This committee makes decisions on grant funds from the Department of Homeland Security and advises committee members on current trends, standards, and mandates. SLDEM will also participate in the Texas Division of Emergency Management (TDEM) conferences and training, including the annual Texas Homeland Security Conference and the Texas Hurricane Conference.

The Sugar Land Department of Emergency Management maintains the operational readiness of the EOC by checking the EOC to make sure all of the PCs, televisions, smart boards, projectors, fax machines, and printers are fully functional and ready to operate 24 hours a day, 7 days a week. SLDEM will also incorporate the use of these systems into the annual city wide exercise, as well as any other drills or exercises conducted throughout the fiscal year.

SLDEM uses trained personnel from the All – Hazards Incident Management Team (AHIMT) in all drills, exercises, and real events. SLDEM will train additional City staff to serve as Web EOC entry personnel and will continue planning for the update of the EOC.

SLDEM provides expert knowledge to the Communications Department, ensuring the most current information is included in all community educational materials. These educational materials include the Emergency Preparedness Guide, the Emergency Management portion of the City Website, and SLTV Channel 16.

SLDEM will also be the “face” of emergency management at public education events/programs such as SLIC 101, District Town Hall Meetings, Fire Department, Open House, Rotary/Exchange Club Meetings, and the Nalco Community Advisory Panel (CAP). The department will continue to conduct the Emergency Management segment for the Citizens’ Fire Academy, Citizens’ Police Academy, and CAST. Generally, this will include a two hour lecture and question/answer portion along with a tour of the City’s EOC. Fort Bend County has oversight on all CERT Training conducted in the county. SLDEM will provide direct support to those CERT classes the for Sugar Land residents. This direct support includes providing a location, personnel, training equipment, and food and beverages.

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### SERVICE: EMERGENCY PREPAREDNESS

#### City of Sugar Land Emergency Operations Plan (EOP) Development

The Sugar Land Department of Emergency Management (SLDEM) is responsible for maintaining and updating the City's Emergency Operations Plan. The plan defines functional responsibilities in an emergency or disaster and is designed with an all – hazards approach. The plan details how the Department of Emergency Management coordinates resources and information throughout the four phases of Emergency Management. In order to receive federal funding, the City is mandated to maintain and update the plan every five years. This plan includes the Basic Plan and (28) functional annexes that are maintained by various departments and updated on an ongoing annual basis.

Emergency Management, as a discipline, is constantly changing with new trends, standards, mandates to be followed in order to keep the City and citizens prepared for future challenges. The Sugar Land Department of Emergency Management will ensure the City continues to lead in these trends, and adheres to these standards and mandates to ensure eligibility for state and federal funds.

The Sugar Land Department of Emergency Management will develop contacts within the industry, including local, regional, state, and federal contacts. SLDEM will be the City's "face" for emergency management. The Sugar Land Department of Emergency Management will provide support to city management for Emergency Management processes and functions and continue to building the Emergency Management culture within the entire organization.

#### Emergency Management Drills / Exercises

SLDEM participates in all Emergency Management related drills/exercises that the City is involved in. This includes planning, coordination, and evaluation of an annual Emergency Operations Center (EOC) activation exercise at the beginning of Hurricane Season.

#### Homeland Security/Emergency Management Grant Program Administration

SLDEM serves as the primary conduit for the Homeland Security Grant program and all other grants related to emergency management and preparedness.

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### SERVICE: EMERGENCY RESPONSE

#### Activation of Emergency Operations Center

The City's Emergency Operations Center (EOC) is a crucial function within the City's Emergency Operations Plan (EOP). It is the coordination point for all information and resources coming in and going out of the City of Sugar Land in an emergency or disaster. In the event of an emergency or disaster, SLDEM is responsible for activating the EOC, and making sure notifications have been made to the proper personnel. This includes all personnel responsible for responding to the EOC, as well as the City Manager, Executive Team, and all Department Heads. SLDEM is responsible for maintaining the operational readiness of the EOC pre-disaster. This includes ensuring that all equipment is functioning

and personnel are trained on how the EOC functions. The EOC is activated and operated according to the City's All Hazards Emergency Operations Plan (EOP).

#### Training and Deployment of Resources

SLDEM will constantly monitor outside incident management training opportunities to enhance the skills of current All-Hazard Incident Management Team (AHIMT) members, and work with City departments to identify additional personnel to receive incident management training. SLDEM serves as the primary contact for the state or federal government if AHIMT personnel are needed by other jurisdictions/agencies. SLDEM will equip personnel with a vehicle, basic supplies, and the financial means to be self-sustaining on an extended deployment. SLDEM will also maintain all necessary documents for submission to the appropriate agency/agencies for reimbursement due to the City after deployment of resources.

#### Incident Management Teams for Planned Events

SLDEM will take a lead role and act as an advisor to any other city department with regards to creating an Incident Management Team (IMT) to handle planned events such as the Christmas Tree Lighting or the Imperial Demolition. The IMT will put together an Incident Action Plan (IAP) for each event and copies will be distributed to everyone involved and the Executive Team.

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### **SERVICE: EMERGENCY RECOVERY**

#### Recovery/ Reimbursement Contract Management

SLDEM is responsible for managing recovery reimbursement and monitoring the performance of the contractor in the reimbursement process. The contractor will make sure that all of the necessary steps are being taken in order for the City to receive federal funds due after a disaster. This includes making sure all of the proper FEMA forms are filled out correctly and signed by the necessary authority. The City may also use a contract service to perform recovery services (e.g. debris removal). SLDEM will act as the liaison between the contractor, City management, and FEMA.

#### Community and Business Recovery

After a large scale emergency or disaster, FEMA assists private citizens and businesses in recovery of sustained losses. FEMA personnel will contact the local Emergency Management Departments to obtain information in regard to damage assessment information and any other pertinent information to assist them with their recovery efforts. SLDEM staff will liaison with FEMA and TDEM, and deliver timely information that will assist in local community and business recovery.

#### Post-Event After-Action Reviews

After an emergency or disaster, SLDEM will be leading the After Action Reviews (AAR). This process will give City Management the ability to review best practices as well as those areas that may need improvement. This report is ultimately a tool to allow departments to make improvements in preparation, response, and recovery from large scale events. Emergency Management related drills and exercises. SLDEM will also focus on obtaining grants to help fund projects that will further increase the City's level of preparation.

## SERVICE LEVEL EXPECTATIONS

| EMERGENCY MANAGEMENT   |   |
|------------------------|---|
| Service                | Service Level Expectation   |
| Emergency Preparedness | <i>The City's All Hazards Emergency Operations Plan is complete, thorough, up-to-date, and defines functional responsibilities in a comprehensive manner.</i>   |
| Emergency Response     | <i>The Emergency Operations Center is prepared and ready to coordinate information and resources in the event of an activation due to a disaster or emergency.</i>                                    |
| Emergency Recovery     | <i>Partnering with other agencies, recovery services and reimbursement efforts will be coordinated to mitigate loss and contribute to a timely return to the community's pre-emergency condition.</i> |